



**UNITED STATES DISTRICT COURT  
SOUTHERN DISTRICT OF WEST VIRGINIA  
OFFICE OF THE CLERK**

**EMPLOYMENT OPPORTUNITY**

<b>Position:</b>	Information Technology Technician	<b>Announcement #:</b>	20-CO-03
<b>Appointment Type:</b>	Full-time, Permanent		
<b>Location:</b>	Charleston, WV		
<b>Starting Salary:</b>	<a href="#">CL 24/01 – 24/25 (\$38,298 – \$47,899)</a>		
<b>Promotion Potential:</b>	Up to CL 25 without further competition		
<b>Opening Date:</b>	February 19, 2020		
<b>Closing Date:</b>	Open until filled. Applications received by <b>March 13, 2020</b> are given first consideration.		
<b>Open To:</b>	All qualified applicants		

**Job Summary:**

The federal judiciary seeks a highly motivated, customer service focused Information Technology Technician to serve the U.S. District Court and the U.S. Probation Office for the Southern District of West Virginia. The candidate for this position will play a critical role in supporting and administering the technologies leveraged daily by users along with participating in rollouts of new technologies throughout the district. The ideal candidate will also be detail oriented and enjoy being part of a fast-paced team. *If you enjoy working with people and helping them better understand opportunities through technology, we want to hear from you!*

**Representative Duties:**

- Serve as first line of support for help desk requests and document service calls in the helpdesk ticketing system
- Escalate issues appropriately to team members to ensure timely resolution on reported issues
- Provide information and assistance to users on various systems and applications critical to the business of the court
- Manage software deployments and systems patching to ensure all workstations maintain the recommended security and version threshold for production software inventory
- Replace computer hardware and other technology devices as outlined by the court's cyclical replacement plans
- Move and deploy IT infrastructure equipment, including PC workstations, printers, monitors, copiers, televisions, and UPS devices for office relocations and special court events
- Support and maintain the court's virtual desktop infrastructure to ensure optimal performance and compliance with security requirements
- Maintain accurate inventory in the inventory control system for all technology assets used by the court, according to internal control guidelines
- Work with Procurement Specialist to procure end user technologies for the court

- Test and deploy new or enhanced software solutions
- Remediate security findings for end user technologies
- Perform other duties as required

#### Minimum Qualifications:

To qualify for the position, a person must be a high school graduate or equivalent and have a minimum of two years of progressively responsible information technology/systems experience and demonstrated success in the following areas:

- Superior communication and interpersonal skills;
- Ability to communicate technical issues and solutions to non-technical court personnel;
- Organized and detail oriented;
- In-depth knowledge of Windows 10 enterprise management;
- Knowledge of Windows 10 Imaging strategies and deployment throughout the enterprise;
- Knowledge of MS Office Suites;
- Knowledge of local area networks and basic network troubleshooting;
- Familiarity with helpdesk ticketing systems;
- Knowledge of professional administrative technologies such as Bizhub/Ricoh multi-function printer/copiers; and
- Ability to move or lift up to 100 lbs. and perform repetitive physical tasks.

Education above the high school level may not be substituted for the required two years of experience.

#### Court-Preferred Qualifications:

- Associate's or bachelor's degree in Information Systems or related field
- Experience supporting an enterprise of 200+ users
- Enterprise Management Software such as Microsoft Systems Center Configuration Manager 2012 and/or KACE
- Enterprise Mobile Device Management
- Experience working with vulnerability assessment tools such as Nessus and remediating scan findings on end user technologies
- Experience supporting Audio/Video Technologies such as Crestron, for electronic courtrooms
- Experience with Cisco telephony support in an enterprise environment
- Familiarity with auditing PC software versions and implementing processes to maintain consistency throughout the environment
- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls
- Industry certifications

#### Information for Applicants:

The United States District Court is part of the Judicial Branch of government. An applicant must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments (not civil service) and are "at-will" employees. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of net pay. Employees are required to adhere to a Code of Conduct for Judiciary Employees, which is available to applicants to review upon request. Selected candidate must complete a background check including FBI fingerprint check and have a subsequent favorable suitability determination.

### Employee Benefits:

This position is covered by the Court Personnel System and is entitled to benefits that include: mandatory participation in the Federal Employees' Retirement System and Social Security, voluntary participation in the Thrift Savings Plan (retirement savings plan with immediate employer matching), a choice of a health benefits plan from among several options, federal dental and vision insurance programs, life insurance, a flexible benefit program (pre-tax contributions for health insurance premiums, health care and dependent care expenses), accrual of 13-26 days of annual leave annually, accrual of 13 days of sick leave annually, a long term care program, periodic salary increases, 10 paid holidays per year, and onsite physical fitness facility.

### Application Process:

Qualified applicants should submit cover letter and current résumé to Ms. Korin Parsons, HR Specialist at [Korin\\_Parsons@wvsc.uscourts.gov](mailto:Korin_Parsons@wvsc.uscourts.gov), referencing vacancy **#20-CO-03 Information Technology Technician** in the subject line.

To receive first consideration, application materials must be received by **March 13, 2020**. ***Accurate compliance with these instructions is a factor expressly considered in the evaluation of the application.*** Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

***The United States District Court is an equal opportunity employer and values diversity in the work place.***